

2008-319-5



August 18, 2008

194522

TO WHOM IT MAY CONCERNE THIS IS THE SECOND LETTER CONCERNING THIS MATTER 607 NORTH CROSSING DR IS WHERE I RESIDE BEEN HERE FOR 13 MONTHS I HAVE BEEN RECEIVING LETTERS FROM "PALMETTO UTILITY CO" FIRST FROM THE PREVIOUS TENANTS PRIOR TO ME BUYING THE HOME I WAS SENDING THEM BACK TO CO. SO IN LATE JULY ONE OF THE LETTERS CAME AND I DECIDED TO CALL THE COMPANY TO TELL THEM THAT WHOM THEY WERE LOOKING FOR DID NOT RESIDE THERE THE LADY ASKED ME HOW LONG DID I LIVE THERE I TOLD HER SHE SAID THAT I OWE THEM 388.00 DOLLARS BECAUSE I HAVE BEEN USING THEIR SERVICES I TOLD HER I PAY TO THE CITY OF COLUMBIA SHE SAID THEY DO THE SEWAGE FOR MY STREET & ASKED WHY DIDN'T ANY ONE CONTACT ME PRIOR TO ME CONTACTING THEM SHE SAID THE BOTTOM LINE WAS I OWED THEM THE MONIES WE DID NOT SPEAK FOR A FEW WEEKS. MY INTENTIONS WAS TO CALL THE CLOSING ATTORNEY WELL BECAUSE OF MY WORK HOURS DAY AND NIGHTS CHANGE EVERY WEEK IT REALLY HARD TO KEEP TRACK OF THE DAY OF WEEK. WELL I WAS HOME SLEEPING WHEN A YOUNG LADY CAME BY FROM PALMETTO UTILITY STATING THAT THEY WERE GOING TO COME ON MY PROPERTY AND PUT A PLUG IN MY SEWER SO WE TALKED AND SHE SAID TO CALL THE OFFICE I WENT TO THE OFFICE AND ASKED WHY WERE THEY WERE GOING TO CUT MY SERVICES OFF SHE SAID BECAUSE I OWE FOR A YEAR SO I SAID WHY DIDN'T YOU SEND SOME ONE OUT BEFORE I CALLED THEM SHE TOLD ME THEY DID TO ME IN NOVEMBER I SAID THAT WAS A LIE THEY DIDN'T KNOW WHO I WAS UNTIL I CAME IN THERE THAT DAY AT THAT TIME ANOTHER LADY CAME IN THE OFFICE WITH A VERY PLEASANT ATTITUDE IF YOUR TALKING TO A STRAINGE MANGY DOG WHERES "PETA" WHEN YOU NEED THEM SO I SAW THIS WAS NOT GOING ANY WHERE SO I ASKED IF WHERE WERE ANY ONE OTHER THAN THEN THEM I COULD TALK TO THEY GAVE ME A PAMTHLET TO CALL THE OFFICE OF REGULATORY STAFF I DID AND SPOKE TO A YOUNG MAN THERE AND HE SAID HE WOULD CALL THEM HE CALLED ME BACK AND SAID HE WORKED OUT A PAYMENT PROGRAM AT THAT TIME I SAID O.K. LAST MONTH I WENT TO PAY WHAT THE PAYMENT WAS AND REALIZED IT WAS A LITTLE OUT OF MY BUDGET TO PAY THAT MUCH WITH OUT A LOT OF NOTICE SO I CALLED "PALMETTO UTILITY" TO SAY I DIDN'T HAVE ALL THE MONIES CAN I ARANGE SOMETHING WITH THEM. SHE ACKNEDLEDGE TO ME THAT I HAVE TO CALL THE GENTLEMAN AT THE OFFICE OF THE REGULATORY STAFF AND THAT SHE HAD NOTHING TO SAY I ASKED WHY SHE HUNG UP THE PHONE IN MY FACE AS IF I WHOTE THEM A BOUNCED CHECK OR SOMETHING TO THAT NATURE I CALLED THE GENTLEMAN AND HE TOLD ME WHAT TO DO I TOOK 35.00 DOLLARS DOWN THERE SHE DIDN'T SAY HELLO DIDN'T SMILE LOOKED AT ME AS IF I WERE ASKING TO BORROW MONEY OR SOMETEING SO I CALLED THE GENTLEMAN AT THE REGURATORY STAFF TOLD HIM WHAT HAPPENED AND MY PLANDS FOR A HEARING I DON'T THINK I SHOULD PAY AND THE MONIES BECAUSE IT NOT MY RESPONSIBILITY TO BILL THE PROPER HOME OWNERS THEY SHOULD HAVE AND UP GRADED SYSTEM TO NOTIFY WHEN SOMEONE MOVES THEY CAN CHARGE 30.00 DOLLARS A MONTH WHEN THE CITY OF COLUMBIA CHARGES BY HOW MANY TIMES YOU FLUSH YOUR TOILET AND NOT A FLAT FEE SO IF I HAVE 3000 SQUARE FEET WITH FOUR BATHROOMS AND SOME ONE ELSE HAVE 1000 SQUARE FEET WITH TWO BATHROOMS IN

FOUR BATHROOMS AND SOME ONE ELSE HAVE 1000 SQUARE FEET WITH TWO BATHROOMS IN  
RETROSPECT THEY ARE GIVING "PALMETTO UTILITY EXTRA MONEY FOR SERVICES THEY ARE NOT  
USING.SINCERELY YOURS ANTHONY MOORE

2008-CT-128



Charles L.A. Terreni  
Chief Clerk/Administrator  
Phone: (803) 896-5133  
Fax: (803) 896-5246

## *The Public Service Commission State of South Carolina*

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Administrative Department  
Phone: (803) 896-5100  
Fax: (803) 896-5246

August 19, 2008

Mr. Anthony Moore  
607 North Crossing Drive  
Columbia, South Carolina 29229

Dear Mr. Moore:

This is to acknowledge receipt of your correspondence received in our office on August 12, 2008 regarding a problem you are experiencing with Palmetto Utilities.

I have some questions concerning the processing of your complaint. Would you please give me a call at 896-5133 so that we can discuss this matter?

Sincerely yours,

A handwritten signature in dark ink that reads "Deborah Easterling". The signature is written in a cursive style with a large, prominent "D" and "E".

Deborah Easterling

TO;WHOM IT MAY CONCERNE MY NAME IS ANTHONY MOORE I LIVE AT 607NORTHCROSSING DR  
COLUMBIA,SOUTHCAROLINA 29229 I CLOSED ON THIS HOUSE IN JULY OF 2007 MY ATTORNEY MIKE  
THOMAS AND MY REALTOR ARLEEN MCCOY NEVER TOLD ME NOTHING ABOUT SEWER FEES FROM  
ANOTHER COMPANY I THOUGHT IT WAS IN THE CITY WATER BILL SEVERAL BILL CAME TO MY HOME  
FROM PALMETTO UTILITIES FOR SOMEONE ELSE SO I PUT THE MAIL BACK IN THE MAIL BOX WELL EARLY  
JULY OF 2008 I RECEIVED ALETTER FROM PALMETTO UTILITY WITH SOMEONE ELSE NAME ON IT SO I  
LOOKED THEM UP IN THE PHONE BOOK AND CONTACTED THEM THEY TOLD ME I OWED 387.50 IN FEES  
FOR A YEARS WORTH OF SERVICE FOR NOT KNOWING I HAD THE SERVICE WITH THEM SO I WENT TO  
SEE THEM THEY WERE VERY UNPLEASANT WITH ME A STATED IF I DIDN'T PAY BY THE END OF THE WEEK  
THEY WERE GOING TO CUT MY SERVICE OFF SO THEY GAVE MY A BOOKLET WITH SOUTH CAROLINA  
REGULATORY STAFF IN IT SO I CALLED TO COMPLAINE SPOKE TO A GENTLEMAN ABOUT THE ISSUES HE  
LISTEN TO ME THEN TOLD ME HE WOULD CALL ME BACK HE DID AND SAID THERE NOTHING HE COULD  
DO AND I HAVE TO PAY PALMETTO UTILITIES THE SUM THAT I OWE WELL I READ THE PANTHLET AND IT  
STATED IF I WANTED A HEARING WHAT TO DO SO I CALLED THE PUBLIC SERVANT BACK AND TOLD HIM I  
WANTED A HEARING HE SAID HE WAS GOING TO CALL THE UTILITY COMPANY BACK. LATER HE CALLED  
ME AND SAID HE WORKED OUT A DEAL FOR ME TO PAY EXTEA A MONTH I WENT TO PAY AS I WAS IN  
THERE THE SECRETARY JUST HAD A VERY BAD ATTITUDE WITH ME FOR NOTHING I BELIEVE EVERY  
CUSTOMER DESERVE TO BE TREATED WITH RESPECT . I THINK THIS SHOULD NOT BE ONE WAY I SHOULD  
NOT BE REQUIRED TO PAY THE FULL AMOUNT CONSIDERING THEY WERE AT FOULT .SINCERELY  
ANTHONY MOORE

